

PROPOSED REGULATIONS SUBMISSION PACKAGE

Statement of Basis, Purpose, Substance, Issues, and Impact

1. Basis

Pursuant to the statutory authority set forth by Section 9-170(8) of the Code of Virginia (1950) as amended, the Criminal Justice Services Board (CJSB) will amend and revise its regulations relating to entry-level dispatcher training. The primary basis for amending the regulations is to incorporate changes identified through the 1999 state-wide job task analysis and to provide a method for reviewing training objectives on an on-going basis with updates handled in a more systematic and expeditious manner.

2. Purpose

Current rules were adopted in 1988. The purpose of these regulations is update and set forth training mandates and prescribe compulsory minimum training standards. These standards must be met by successful achievement of each training objective related to a task that must be performed as a requirement of the position by every newly employed dispatcher attending entry-level dispatcher training. Successful achievement of all training objectives is the standard that assures minimum competency in the performance of dispatcher duties throughout the Commonwealth. The safety and welfare of the public is paramount in setting forth these requirements while providing protection from incompetent or unqualified persons from performing dispatcher duties.

3. Substance

The substance of these regulations is in 6 VAC 20-60-20 and is three-fold. First, the standard requires satisfactory completion of the performance outcomes and training hours approved by the Criminal Justice Services Board for entry-level dispatcher training. Second, the standard requires satisfactory completion of all field (or on-the-job) training objectives. Additionally, in 6 VAC 20-60-40, dispatchers are required to meet the training standards within twelve months of employment as a dispatcher. Extensions may be given in certain circumstances. Finally, provisions are set forth in the rules that establish minimum requirements for training providers.

4. Issues

The advantages these regulations provide to the public are the assurance of a minimum level of competency required by all dispatchers throughout the Commonwealth; involvement of the Committee on Training, the legislatively established body representing every aspect of the criminal justice system and criminal justice services, as the approving authority for revisions or updates to the training objectives to provide guidance for the delivery of entry-level dispatcher training; and delivery of training

through a certified training academy. The Criminal Justice Services Board remains the adopting authority for revisions to the rules.

The recognition that training for minimum levels of competency needs to increase as the requirements of law, technology, and citizen involvement change does have a financial impact for the delivery of this training. Recognizing that there is some level of economic impact on raising minimum training standards for dispatchers, it is noted that the funding mechanism to support this is already in place. The sufficiency of the level of funding and distribution of funding will be an issue for local jurisdictions to address.

5. Economic Impact

Under the current training delivery system, it is difficult to ascertain the level of fiscal impact the proposed changes will have. The cost of training at the various academies differs due to use of a decentralized system for delivery of training in the Commonwealth. While an increase in minimum training hours is proposed, it is divided between academy training and on-the-job training. The differences in equipment and technology used by varying jurisdictions require this. The rules establish the objectives that must be achieved during training and the criteria that must be met in order to demonstrate that achievement. However, the net economic impact of this increase will not be known until the academies have had time to compare the proposed training objectives to what is currently taught at the respective academies.

The estimated number of persons affected annually by the Regulations Relating to Entry-Level Dispatcher Training on a direct basis is approximately 500 individuals attending training and approximately 50 staff for the delivery of training. The results of the training, however, impact every person in the Commonwealth in terms of public safety, health, and welfare.

6. Less Burdensome Alternatives

The current system for change requires an extensive and expensive process to update training standards. The proposed rules provide for a method to make changes to the training standards through a less burdensome process which will permit on-going review and update of training for dispatchers.

The proposed changes to the training objectives are based on an updated job task analysis and the work of committees of 9-1-1 communications professionals that took nearly two years to accomplish. The changes being proposed will provide a method to permit review and update of specific areas of the job of dispatcher on a regular basis, i.e., weapons training, communication skills, driver training, etc., and to respond to a need to modify such an area on an individual basis. It will not be necessary to review the entire job in order to make changes to one area. This will result in more timely, less costly, and more effective response to training challenges for entry-level dispatching.

Since the training delivery system in Virginia has been decentralized for over twenty years, the current method of training and the current training delivery system have been selected as the most reasonable alternative in order to assure minimum competency for dispatchers on a state-wide level.

7. Agency Response to the Impact Analysis

The Department of Criminal Justice Services agrees with the impact analysis. It agrees both with the analysis of the benefits to the public and industry as well as the increased costs.

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